**IT Applications, Ch 7, Information Management**

Information management and its importance to organisations and the strategies used by organisations to store, communicate and dispose of their data and information.

**Importance of data and information to organisations**, p 249

Characteristics of information

1. Distinguish between data and information.

* Data refers to the raw, unorganised facts, figures and symbols fed to a computer during the input process. Data can also mean ideas or concepts before the have been refined. Information is obtained when data is manipulated by the computer’s processor into a meaningful and useful form. This can be achieved by organising the data and presenting it in a way that suits the needs of the intended recipient. Information is used to assist in decision making.

Qualities of information

2 Elaborate briefly on the following qualities of information:

* Completeness
* A report is not complete if the intended user has to find additional information.
* Timeliness
* Information must be timely to serve its purpose
* Accuracy
* Incorrect information will lead to bad decision making and will have serious ramifications on the organisation or the person that makes them.
* Unbiasedness
* Biased output will adversely distort the decision making process and inhibit the effectiveness of any solution implemented by the user.
* Clarity
* If the intended message or conclusion of a report is not clear, the effectiveness of the message will be diminished, even if all the information is.

1. Distinguish between an organisational goal and a mission statement.

* A mission statement defines the organisation’s purpose, or what it is trying to achieve. Organisational goals explain how an organisation intends to go about achieving its mission.

1. What is the role of the system goal?

* A system goal explains the specific role of the information system in achieving the organisational goal and ultimately the company’s mission.

**Legal Obligations, key laws relating to uses of information and ICT.**

1. Privacy Act 1988
   1. List the 3 main areas of the Privacy Act 1988.
   * Safeguards relating to the collection and use of tax file numbers by federal government departments
   * Protection of individuals’ private information stored by federal government departments
   * Information about peoples credit-worthiness held by credit reporting agencies and credit providers
   1. List the 11 information privacy principles.
   * Manner and purpose of collection of personal information
   * Solicitation of personal information
   * Solicitation of personal information generally
   * Storage and security of personal information
   * Information relating to the records kept by record-keeper
   * Access to records containing personal information
   * Alteration of records containing personal information
   * Record-keeper to check accuracy of personal information before use
   * Personal information to be used only for relevant purposes
   * Limits on use of personal information
   * Limits on disclosure of personal information
   1. List the provisions under the Act from p 255.
   * Websites must show their privacy policy
   * Workplaces must have a clear policy on what is aloud
2. Information Privacy Act 2000
   1. Describe the nature of this Act.
   * This act was introduced by the Victorian Government to outline the privacy obligations of state government agencies and contractors working for the state government. It covers the same areas as the federal privacy act but is customised to suit the Victorian public sector.
3. Health Records Act 2001
   1. Why was this legislation introduced?
   * This legislation was introduced to cover both public and private medical sectors.
   1. Describe the provisions of this Act.
   * Protects the confidentiality of patients health care information
   * Information would not be disclosed to a third party for a ‘secondary’ purpose
4. Copyright Act 1968
   1. Define intellectual property and what it applies to?
   * Intellectual property might be defined as any product of human thought that is unique and not self-evident. It applies to texts, music, videos, broadcasts and computer programs.
   1. Describe the provisions of this Act?
   2. What does the Copyright Act not apply to?
   * Copyright does not apply to thoughts, concepts, styles, techniques, information, names, titles, slogans, people, images of people and ideas.
   1. What was the significance of the Australia-United States Free Trade Agreement, (AUSFTA)?
   * The significance of the AUSFTA is that it was the first time that copyright became automatic and free as soon as the intellectual property is written down or recorded in some way.
   1. How long does copyright apply for?
   * Copyright applies for the life of the creator plus seventy years.
   1. When is copyright infringed?
   * Copyright is infringed if copyright material is used without seeking permission from its copyright owners.
   1. List the exemptions to copyright, p 260.
   * Allowed the consumers to the right to make copies of works they have purchased and transfer them into other formats for personal use
   * Able to transfer tapes and vinyl records to an electronic format as well as convert VHS tapes to DVD
   * Permitted to record television and radio programs to watch or to listen to later on
   1. What are the penalties for infringing copyright?
   * On the spot fines
   * Proceeds of crime remedies
5. Charter of Human Rights and Responsibilities
   1. From p 266 (sections 13, 14 and 15) list the human rights that protected in Victoria under the following:
      1. Privacy and reputation
      * Not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with
      * Not to have his or her reputation unlawfully attacked
      1. Freedom of thought, conscience, religion and belief
      * Every person has the right to freedom of thought, conscience, religion and belief including:
        + The freedom to have or to adopt a religion or belief of his or her choice and
        + The freedom to demonstrate his or her religion on belief in worship, observance, practice and teaching either individually or as part of a community in public or in private
      * A person must not be concerned or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching
      1. Freedom of expression
      * Every person has the right to hold an opinion without interference
      * Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether
        + Orally
        + In writing
        + In print
        + By way of art
        + In another medium chosen by him or her
      * Special duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions reasonably necessary
        + To respect the rights and reputation of other persons
        + For the protection of national security, public order, public health or public morality
6. Spam Act 2003
   1. What is spamming?
   * Spamming is used to describe the process of either posting undesirable messages to newsgroups and mailing lists or sending unsolicited email indiscriminately to promote a product or a service. It is similar to junk mail.
   1. Why was the Act introduced?

The act was introduced because of the issues that arose because of unwanted electronic messages and their hidden costs to both the business and the consumer.

* 1. What are the three conditions that must be met by any commercial electronic message?
  + Consent
  + Identify
  + Unsubscribe
  1. What messages are covered by the Act?

Any electronic messages emails instant messaging, sms, mms,iM

* 1. What messages are not covered by the Act?

Voice to voice over the phone and physical letters

* 1. List the financial penalties of breaching the Act.

Up to $220,000 for a single offender but if breached again it can be up to $1.1 million